

AMENDMENTS TO THE CLAIMS:

This listing of claims will replace all prior versions, and listings, of claims in the application.

Listing of Claims:

1. (Canceled.)
2. (Canceled.)
3. (Canceled.)
4. (Canceled.)
5. (Canceled.)
6. (Canceled.)
7. (Canceled.)
8. (Canceled.)
9. (Canceled.)
10. (Canceled.)
11. (Canceled.)
12. (Canceled.)
13. (Canceled.)
14. (Canceled.)

15. (Canceled.)

16. (Canceled.)

17. (Canceled.)

18. (Canceled.)

19. (Canceled.)

20. (Canceled.)

21. (Canceled.)

22. (Original) A method for accessing switch functionality from an external endpoint, comprising:

providing at least one of a switch and server, at least one internal endpoint, and at least one external endpoint, each of the at least one internal and external endpoints being
5 in communication with the at least one of a switch and server and associated with a common user, wherein the at least one internal endpoint comprises a plurality of feature activators for activating a plurality of features;

receiving from the at least one external endpoint an incoming contact comprising a packet-switched communication comprising an identity of at least one of a feature
10 activator and a feature;

determining when the identified at least one of a feature activator and feature has a corresponding entry in a stored list of identifiers, the entries in the stored list of identifiers being associated with at least one of (i) a plurality of feature activator identifiers associated with the plurality of feature activators and (ii) a plurality of feature
15 identifiers associated with the plurality of features; and

when the identified at least one of a feature activator and feature has a corresponding entry in the stored list, activating at least one of the associated feature activator and feature.

5 23. (Original) The method of Claim 22, wherein the contact is received at the external port of the at least one of a switch and server from an originator terminal utilizable external to a premises serviced by the at least one of a switch and server and not having an extension associated with any internal endpoint serviced by the at least one of a switch and server.

24. (Original) The method of Claim 22, wherein the determining step comprises mapping the identified at least one of a feature activator and feature associated with the incoming contact to the corresponding entry in the stored list.

25. (Original) The method of Claim 22, wherein the corresponding entry is at least one of the plurality of feature activator identifiers.

26. (Original) The method of Claim 22, wherein the corresponding entry is at least one of the plurality of feature identifiers.

27. (Original) The method of Claim 22, wherein the incoming contact is originated by an originator terminal comprising a computer coupled to a packet-switched network external to a premises serviced by the at least one of a switch and server.

5 28. (Original) The method of Claim 22, wherein in the activating step the at least one of a switch and server processes the associated at least one of the plurality of feature activator identifiers and plurality of feature identifiers as if the user had pressed the associated feature activator in the internal endpoint while the internal endpoint was in service and off hook.

29. (Original) The method of Claim 22, wherein the plurality of features are selected from one or more of the following sets of features: (a) features that are invoked prior to placing a contact, (b) features that are invoked during a contact, (c) features that are non-contact associated that do not require display interactions, (d) features that are
5 non-contact associated that require display interactions, (e) features that are operated against contacts not associated with the activating station, and (f) features that are operated against an alerting contact.

30. (Original) The method of Claim 22, wherein the plurality of features comprise a plurality of the following features: analog bridged appearance select, abbreviated dialing, active appearance select, automatic appearance select, automatic call back, automatic intercom, autodial, bridged appearance selection, call appearance
5 selection, call forwarding all, call forwarding busy/no answer, call forwarding deactivation, call park, call unpark, call pick-up, conference no answer, conference, calling party number block, calling party number unblock, dial intercom, directed call pick-up, drop last added party, drop call, exclusion (which prevents a user from being active on the same call on a physical port and a trunk port), extend call off-at least one of
10 a switch and server enable (to enable the mapping agent), extend call off-at least one of a switch and server disable (to disable the mapping agent), group page, handover, held appearance select, hunt night service, last number dialed, malicious call trace activation, malicious call trace deactivation, manual message waiting, priority call, send all calls, manual signaling, transfer on hang up, transfer to voice mail, and trunk night service.

31. (Original) The method of Claim 22, wherein the identified at least one of a feature activator and feature is associated with an internal extension associated with the at least one of a switch and server.

32. (Original) The method of Claim 22, wherein, in the stored list, the plurality of feature activator identifiers are based upon activator position on the internal endpoint.

33. (Original) The method of Claim 22, wherein the at least one internal endpoint comprises a plurality of internal endpoints, each of the plurality of internal endpoints having a plurality of corresponding feature activators and wherein a common identified at least one of a feature activator and feature defines a first feature for a first
5 internal endpoint and a second feature for a second internal endpoint and the first and second features are different.

34. (Original) The method of Claim 22, further comprising:
providing an electronic message to the user after the activating step, the electronic message indicating the success or failure of feature activation.

35. (Original) The method of Claim 22, wherein the packet-switched communication comprises a source address, a destination address, and a body, wherein the destination address is associated with the at least one of switch and server.

36. (Original) The method of Claim 22, wherein the packet-switched communication comprises a source address, a destination address, and a body, wherein the identity of the at least one of feature activator and feature is located in the body.

37. (Original) The method of Claim 22, wherein the packet-switched communication comprises a header and a body, wherein the identity of the at least one of feature activator and feature is located in the header.

38. (Canceled.)

39. (Canceled.)

40. (Canceled.)

41. (Canceled.)

42. (Canceled.)

43. (Canceled.)

44. (Canceled.)

45. (Canceled.)

46. (Canceled.)

47. (New) The method of Claim 22, wherein the text communication has text and domain name portions, the text portion comprising the identity of the at least one of the selected feature activator and feature and the domain name portion comprising the electronic address of the switch or a component thereof.

48. (New) The method of Claim 22, wherein the text communication has a sign-in name handle and domain name portions, the sign-in name handle portion comprising the identity of the at least one of the selected feature activator and feature and the domain name portion comprising the electronic address of the switch or a component thereof.

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49. (New) The method of Claim 47, wherein the receiving step comprises:
the switch determining that the text communication comprises a feature command and is not intended to be forwarded to a subscriber;

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the switch determining, based on the source address of the text communication, that the sender has authorization to request invocation of a feature activator and/or feature;

the switch parsing the text communication and comparing the parsed text against a set of feature commands to identity the at least one of the selected feature activator and feature.

50. (New) The method of Claim 22, further comprising:
the switch detecting a change of status of the telephone;
the switch determining whether or not an external endpoint has requested
notification of the status change; and
5 when an external endpoint has requested notification of the status change,
generating and sending to the external endpoint a text notification of the status change.

51. (New) The method of Claim 22, further comprising:
the switch generating and sending a text message to the external endpoint, the
message comprising a current feature setting of the telephone.

52. (New) A system including a switch being in communication with at least
one internal telephone having a plurality of feature activators and associated features and
at least one external endpoint, wherein the switch is operable to control feature invocation
by the internal telephone, the system comprising:
5 a feature server operable to:
(i) receive, from the at least one external endpoint, an incoming
contact comprising a packet-switched communication comprising an identity of at least
one of a selected feature activator and feature;
(ii) determine when the identified at least one of a selected feature
10 activator and feature has a corresponding entry in a stored list of identifiers, the entries in
the stored list of identifiers being associated with at least one of (i) a plurality of feature
activator identifiers associated with the plurality of feature activators and (ii) a plurality
of feature identifiers associated with the plurality of features; and
(iii) when the identified at least one of a selected feature activator
15 and feature has a corresponding entry in the stored list, activate at least one of the
associated identified feature activator and feature.

53. (New) The system of Claim 52, wherein the contact is received at the
external port of the switch from an originator terminal utilizable external to a premises

served by the switch and not having an extension associated with any internal endpoint served by the switch; and

5 wherein the feature server maps the identified at least one of a selected feature activator and feature associated with the incoming contact to the corresponding entry in the stored list.

54. (New) The system of Claim 53, wherein the corresponding entry is associated with at least one of the plurality of feature activator identifiers.

55. (New) The system of Claim 53 wherein the corresponding entry is associated with at least one of the plurality of feature identifiers.

56. (New) The system of Claim 52, wherein the system processes the associated at least one of the plurality of feature activator identifiers and plurality of feature identifiers as if the user had pressed the associated feature activator in the internal endpoint while the internal endpoint was in service and off hook.

57. (New) The system of Claim 52, wherein the plurality of features are selected from one or more of the following sets of features: (a) features that are invoked prior to placing a contact, (b) features that are invoked during a contact, (c) features that are non-contact associated that do not require display interactions, (d) features that are
5 non-contact associated that require display interactions, (e) features that are operated against contacts not associated with the activating station, and (f) features that are operated against an alerting contact.

58. (New) The system of Claim 57, wherein the plurality of features comprise a plurality of the following features: analog bridged appearance select, abbreviated dialing, active appearance select, automatic appearance select, automatic call back, automatic intercom, autodial, bridged appearance selection, call appearance selection,
5 call forwarding all, call forwarding busy/no answer, call forwarding deactivation, call park, call unpark, call pick-up, conference no answer, conference, calling party number

block, calling party number unblock, dial intercom, directed call pick-up, drop last added party, drop call, exclusion (which prevents a user from being active on the same call on a physical port and a trunk port), extend call off-at least one of a switch and server enable
 10 (to enable the mapping agent), extend call off-at least one of a switch and server disable (to disable the mapping agent), group page, handover, held appearance select, hunt night service, last number dialed, malicious call trace activation, malicious call trace deactivation, manual message waiting, priority call, send all calls, manual signaling, transfer on hang up, transfer to voice mail, and trunk night service.

59. (New) The system of Claim 52, wherein the system provides an electronic message to the user after the activating step, the electronic message indicating the success or failure of feature activation.

60. (New) The system of Claim 52, wherein the text communication has text and domain name portions, the text portion comprising the identity of the at least one of the selected feature activator and feature and the domain name portion comprising an electronic address different from an electronic address of the internal telephone.

61. (New) The system of Claim 52, wherein the text communication has a sign-in name handle and domain name portions, the sign-in name handle portion comprising the identity of the at least one of the selected feature activator and feature and the domain name portion comprising an electronic address different from an electronic
 5 address of the internal telephone.

62. (New) The system of any one of Claims 61, wherein the feature server determines that the text communication comprises a feature command and is not intended to be forwarded to a subscriber; determines, based on the source address of the text communication, that the sender has authorization to request invocation of a feature
 5 activator and/or feature; and parses the text communication and comparing the parsed text against a set of feature commands to identity the at least one of the selected feature activator and feature.

63. (New) The system of Claim 52, wherein the switch detects a change of status of the telephone; determines whether or not an external endpoint has requested notification of the status change; and when an external endpoint has requested notification of the status change, generates and sends to the external endpoint a text notification of the status change.

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64. (New) The system of Claim 52 wherein the switch generates and sends a text message to the external endpoint of a current feature setting of the telephone.

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65. (New) A method, comprising:
a switch detecting a change of status of a telephone controlled by the switch;
the switch determining whether or not an external endpoint has requested notification of the status change; and
when an external endpoint has requested notification of the status change, generating and sending to the external endpoint a text notification of the status change.

66. (New) The method of Claim 65, further comprising:
the switch generating and sending a text message to the external endpoint, the message comprising a current feature setting of the telephone.

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67. (New) The method of Claim 65, further comprising:
receiving from the external endpoint an incoming contact comprising a packet-switched text communication comprising an identity of at least one of a selected feature activator and feature;
determining when the identified at least one of a selected feature activator and feature has a corresponding entry in a stored list of identifiers, the entries in the stored list of identifiers being associated with at least one of (i) a plurality of feature activator identifiers associated with the plurality of feature activators and (ii) a plurality of feature identifiers associated with the plurality of features; and

10 when the identified at least one of a feature activator and feature has a corresponding entry in the stored list, activating at least one of the associated identified feature activator and feature.

68. (New) The method of Claim 67, wherein the contact is received at the external port of the switch from an originator terminal utilizable external to a premises serviced by the switch and not having an extension associated with any internal endpoint serviced by the switch; and

5 wherein the determining step comprises mapping the identified at least one of a selected feature activator and feature in the incoming contact to the corresponding entry in the stored list.

69. (New) The method of Claim 67, wherein the corresponding entry is associated with at least one of the plurality of feature activator identifiers.

70. (New) The method of Claim 67, wherein the corresponding entry is associated with at least one of the plurality of feature identifiers.

71. (New) The method of Claim 67, wherein in the activating step the switch processes the associated at least one of the plurality of feature activator identifiers and plurality of feature identifiers as if the user had pressed the associated feature activator in the internal endpoint while the internal endpoint was in service and off hook.

72. (New) The method of Claim 67, wherein the text communication has text and domain name portions, the text portion comprising the identity of the at least one of the selected feature activator and feature and the domain name portion comprising the electronic address of the switch or a component thereof.

73. (New) The method of Claim 67, wherein the text communication has a sign-in name handle and domain name portions, the sign-in name handle portion comprising the identity of the at least one of the selected feature activator and feature and

the domain name portion comprising the electronic address of the switch or a component thereof.

74. (New) The method of Claim 72, wherein the receiving step comprises:
the switch determining that the text communication comprises a feature command
and is not intended to be forwarded to a subscriber;
the switch determining, based on the source address of the text communication,
5 that the sender has authorization to request invocation of a feature activator and/or
feature;
the switch parsing the text communication and comparing the parsed text against
a set of feature commands to identity the at least one of the selected feature activator and
feature.

75. (New) The method of Claim 67, wherein the plurality of features are
selected from one or more of the following sets of features: (a) features that are invoked
prior to placing a contact, (b) features that are invoked during a contact, (c) features that
are non-contact associated that do not require display interactions, (d) features that are
5 non-contact associated that require display interactions, (e) features that are operated
against contacts not associated with the activating station, and (f) features that are
operated against an alerting contact.

76. (New) The method of Claim 74, wherein the plurality of features
comprise a plurality of the following features: analog bridged appearance select,
abbreviated dialing, active appearance select, automatic appearance select, automatic call
back, automatic intercom, autodial, bridged appearance selection, call appearance
5 selection, call forwarding all, call forwarding busy/no answer, call forwarding
deactivation, call park, call unpark, call pick-up, conference no answer, conference,
calling party number block, calling party number unblock, dial intercom, directed call
pick-up, drop last added party, drop call, exclusion (which prevents a user from being
active on the same call on a physical port and a trunk port), extend call off-at least one of
10 a switch and server enable (to enable the mapping agent), extend call off-at least one of a

switch and server disable (to disable the mapping agent), group page, handover, held appearance select, hunt night service, last number dialed, malicious call trace activation, malicious call trace deactivation, manual message waiting, priority call, send all calls, manual signaling, transfer on hang up, transfer to voice mail, and trunk night service.

77. (New) The method of Claim 67, further comprising:
providing an electronic message to the user after the activating step, the electronic message indicating the success or failure of feature activation.

78. (New) A computer readable medium comprising executable instructions operable to perform the steps of Claim 22.

79. (New) A computer readable medium comprising executable instructions operable to perform the steps of Claim 65.